PROJECT REPORT

Intelligent Customer Help desk with Smart Document Understanding

Category: Machine Learning Engineer

Project ID: SPS_PRO_99

Internship under SmartInternz

Project Summary

To make a typical customer care chatbot that caters to the simple need of the customer, and give information such as the location of the store, working hours, directions to naviagate to the store, and make appoinments.

Project Requirements

- 1. Customer care bot using IBM Watson Assitant.
- 2. Smart Document detection.
- 3. An IBM cloud function we action to post queryies to Watson discovery.
- 4. Finally a web application to integrate these services.

Funtional Requirements

- 1. Provide the location of the store.
- 2. Provide the working hours.
- 3. Directions for navigating to the store.
- 4. Register appointments.

Technical Requirements

- 1. IBM Cloud services.
- 2. IBM Watson assistant.
- 3. An Hosting service for Web Application.
- 4. External testing resouce.
- 5. Application of advanced coding standards.

Software Requirements

- 1. Portability
- 2. Security
- 3. Maintainability
- 4. Reliability
- 5. Scalability
- 6. Performance
- 7. Reusability
- 8. Flexibility

Project Deliverables

- 1. Intelligent chat bot that is integrated into a Web Application.
- 2. Stable chat bot capable of performing in peak load conditions.
- 3. Development of a modular and easy-to-integrate Web Application.

Project Team

Ananta Srikar - Core Developer

Durgaprasad - Mentor

Project Schedule

		Duration	1	#	#	#	#	#	#	#	#	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
		in days																												
SI. No	TASK																											\Box		
Α	Project planning and Kickoff	1																												
В	Explore IBM Cloud	1																												
С	Explore IBM Watson	2																												
D	Explore IBM Cloud Services	1																												
E1	Commence Customer care bot	1																												
E2	Create necessary IBM cloud services	2																										\Box		
E3	Configure Watson Discovery	2																										\Box		
E4	Submit for Review and feedback	1																												
E5	Corret and finalize configuration for Watson Discovery	1																												
E6	Create Cloud function Actions	2																												
E7	Submit for Review and feedback	1																										\square		
E8	Corret and finalize Cloud function Actions	1																												
E9	Configure Watson Assitant	2																												
E10	Build Node RED and integrate services	1																												
E11	Submit for Testing	3																												
E12	Final Review	1																												
E13	Approved	1																												
E14	Demo YouTube video	2			Ι																									